

OUR COMMITMENT TO GETTING IT RIGHT - YOUR VOICE MATTERS

Romans is part of LRG and is committed to providing services and products of the very highest standard. When dealing with property we know from time to time things do not always go as smoothly as we would hope. Romans Surveyors & Valuers will always do our absolute best to correct any mistakes as we believe in treating all our customers fairly. Our aim is to resolve the matter as soon as we can by:

- Understanding what went wrong and why
- Looking for ways to fix any mistakes made
- Explaining the issue, what we have done and what will happen next

What do you need to do?

In order to work with you to resolve any mistakes made, we need to know what has gone wrong. To resolve your issue quickly, please contact the local team as they will have a detailed knowledge of your circumstances and your property. They will work with you to try to put things right.

Stage 1 - Formal Complaint

Occasionally the local team may not be able to help put things right, so if you are not happy and your issue is unresolved, please get in touch with the Romans Customer Care team, customercare@lrg.co.uk. To put your mind at ease, Customer Care will acknowledge your complaint within three working days so you know we are looking into it for you. After this, a senior member of the Surveyors and Valuers team will be appointed to investigate the case. You will be contacted prior to the full investigation commencing and a full response will be provided in writing within 15 working days. If remedial works have been undertaken prior to our inspection, we would not be able to progress the complaint on your behalf.

Customer Care

Romans Customer Care Department
Building 1
Meadows Business Park
Blackwater
Camberley
GU17 9AB

customercare@lrg.co.uk
01344 753104

Stage 2 - Formal Complaint

If after receiving the our response in writing you consider your complaint to be unresolved, you can then refer it to either the Centre for Effective Dispute Resolution (CEDR) or the RICS Commercial Disputes. The steps outlined above must be completed in full before proceeding through this route.

Centre for Effective Dispute Resolution (CEDR)

The Centre for Effective Dispute
Resolution (CEDR)
70 Fleet Street
London
EC4Y 1EU

info@cedr.com
0207 536 6000

RICS Commercial Disputes

Commercial Disputes
RICS Dispute Resolution Services
Surveyor Court
Westwood Way
Coventry
CV4 8JE

drs@rics.org
0207 334 3806

Please note any referral must be made within 12 months of receipt of your written complaint.